

# DES DIVISON QUESTION & RESPONSES **2014**

Department of Economic Security (DES) DIVISIONS	AREAS OF CONCERN	SPECIFIC PROBLEM AFFECTED (if applicable)	BACKGROUND INFORMATION (Actions/Response to Areas of Concern)
<b>ARIZONA EARLY INTERVENTION PROGRAM (AzEIP)</b>	<p><b>Family Cost Participation (FCP) Policy and its impact on families enrolling in early intervention services.</b></p> <p>AzEIP has received specific public comment from representatives of the Navajo Nation citing the potential costs to families living on the Navajo Nation and the impact it has on a parent's decision to enroll in early intervention.</p> <p>Currently, the parent's percent to pay is based on the family's size and income. Families pay their percent of the cost for services to the State. The rates on the Navajo Nation and other rural areas are 50% higher than the rates for the same services provided in most zip codes in the urban areas of Maricopa and Pima Counties.</p> <p>When the rates were developed, the rate methodology and process was meant to incentivize providers to live in the hard to serve areas and to be reimbursed accordingly. The rates were developed prior to AzEIP's FCP policy. When FCP was implemented, the Department determined the</p>		<p>AzEIP's current Financial Policy is out for the 60 day public comment period. AzEIP is proposing to eliminate Family Cost Participation from its System of Payments. Once public comment is over, AzEIP will review and revise the policy, as needed.</p> <p>To date, the majority of public comment received supports elimination of Family Cost Participation.</p> <p>The revised policy will be submitted to the U.S. Department of Education, Office of Special Education for review and approval prior to June 30, 2014. If this occurs, the FCP will no longer be in effect as of July 1, 2014, which addresses the concerns expressed by the representatives of the Navajo Nation.</p> <p><b>Update:</b> As of July 1, 2014 the AzEIP Financial Matters, System of Payment policy no longer includes Family Cost Participation. This means that families will not be subject to any family fees for early intervention services provided on or after July 1, 2014.</p>

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	<p>family's cost would be based on the cost to the State, which resulted in families living in the rural and outlying areas having to pay more because of where they lived.</p> <hr/> <p><b>Timely contact and provision of early intervention services.</b></p> <p>Salt River Pima Maricopa Indian Community and Gila River Indian Community have been in contact with AzEIP regarding concerns that families referred to AzEIP have not received timely contact from AzEIP providers and/or timely provision of services.</p>		<hr/> <p>When contacted, AzEIP staff ensures the AzEIP providers contact the families as well as the concerned representative from the Tribe to resolve the concerns and issues.</p> <p>Last March, the new AzEIP Team-Based Early Intervention Services' contracts went into effect, which resulted in 21 new regions and 42 new contract awards. As a result, several of the Tribes went from working with one or two AzEIP contractors to working with as many as six contractors, several of whom were contractors to AzEIP. Prior to the new contractors, many of the existing AzEIP contractors had established working relationships with representatives from the Tribes' Early Childhood or Special Needs Departments. So, when families were referred, the AzEIP and Tribal representatives worked closely together to ensure families were contacted and services were provided. Although improved, there is still a need to</p>

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			<p>enhance the communication, coordination and collaboration between the new AzEIP providers and the Tribes. DES/AzEIP has provided specific contact information to the Tribal representatives to ensure they have the necessary information to contact their local AzEIP Program Directors. The AzEIP Program Directors have been encouraged to reach out to their Tribal counterparts to establish a new working relationship.</p> <p>DES/AzEIP and ADHS' Strong Families Arizona are co-sponsoring Local Early Childhood Collaborative meetings as an effort to improve communication and coordination across the early childhood systems in local areas. The Tribes' Early Childhood or Special Needs representatives are invited to participate in these collaborative meetings, as are the AzEIP providers. The intent is to provide the local community representatives the opportunity to learn about each other's programs and to establish working relationships to ensure children and families receive the necessary supports and services. In addition, DES/AzEIP is working with the Governor's Office to appoint a Tribal representative to the Interagency Coordinating Council for Infants and Toddlers. This provides another avenue to strengthen the relationship between AzEIP and the Tribes' Early Childhood or Special Needs Departments across Arizona.</p>

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<b>DIVISION OF AGING AND ADULT SERVICES (DAAS)</b>	<b>Independent Living Supports and Social Services Block Grant (SSBG) funding:</b>  Some of the Tribal Nations receive funding through the State for Area Agency on Aging (AAA) activities and the SSBG. The amount of funding the State receives is based on need. If Tribes who receive this funding are not spending the full amount awarded it appears that Arizona's need is less than the funding allocated. As a result this funding can be reduced as a result of unspent allocations.	Non-Medical Home and Community-Based Services such as Congregate Meals, Home Delivered Meals, Transportation, Home Maker, Advocacy, Counseling and Case Management Family Caregiver Support Program	It is important for Tribal Leaders to be kept informed when the spending of these dollars by the Tribal Programs is not being expended to its full allocation. Assistance from the Tribal Leadership in the timely submission of program reports and invoices will assist DES in ensuring funding allocations are being utilized to their fullest extent. The DAAS Contract Specialist is available to assist the Tribes in this matter.
	Turnover rates of the State Health Insurance Assistance (SHIP) Program Coordinator position with some Tribes have led to a lack of reporting in this program.	SHIP	Coordination between DES and the Coordinators of the Tribal Nations' State Health Insurance Assistance (SHIP) Program is critical for program reporting purposes to ensure performance measures designated by the federal government are being met.
	Adult Protective Services (APS) is responsible for investigating reports of abuse, neglect and exploitation of vulnerable adults age 18 and older. APS receives calls involving members of Tribes who are in these types of situations and DES is asked to	Adult Protective Services	DES would like to know how the Tribal Nations want these calls to be handled as Tribal APS cases are not within the State's jurisdiction. In following Arizona Administrative Code Section R6-8-204, DES/APS requests a written invitation from the Tribal Council when they would like APS to investigate reports that occurred on

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	<p>investigate.</p> <hr/> <p>A few Tribes have contracts to run Domestic Violence (DV) shelters. The process may need to be clarified on how to expend this funding to ensure timely reimbursement of services.</p>	<hr/> <p>Domestic Violence</p>	<p>Tribal lands.</p> <hr/> <p>The DAAS Contract Specialist is available to assist the Tribes in this matter.</p>
<b>DIVISION OF BUSINESS AND FINANCE (DBF)</b>	<p>Loc. 333 - Village of Kykotsmovi-The facility suffered the loss of the roof structure due to high winds on March 31, 2014. Delays expected and open until June 4, 2014. <b>(The building is open and has been operating since June 30, 2014)</b></p> <hr/> <p>Loc. 324 - Chinle-building needs to be replaced-Office of Facility Management is looking at all options for placement of a new facility.</p>	<p>DDD, DBME, and DERS</p> <hr/> <p>DDD and DBME</p>	<p>Clients and employees are commuting to Tuba City for services. Bus services are being provided for the clients by the local Kykotsmovi and Hopi Tribes.</p> <hr/> <p>OFM continues to work with the Tribe for a resolution on replacing this facility.</p>
<b>DIVISION OF BENEFITS AND MEDICAL ELIGIBILITY (DBME)</b>	<p>Access to services</p>	<p>Nutrition Assistance Cash Assistance Medical Assistance</p>	<p>DBME closed several DES offices statewide effective December 1, 2012 including <u>Whippoorwill Springs</u> and <u>Sanders</u> located on the Navajo Nation. A special letter was sent to the Navajo Nation President, notices were mailed to customers, and flyers were posted prior to closing the office to ensure the community was aware they could receive services from the Window Rock and Chinle offices. Information on how to access the My Family Benefits website at</p>

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	Roof of Kykotsmovi DES office damaged in storm and required office closure. Services being provided by offices in Globe and Winslow. <b>(Update: Kykotsmovi DES office is now open.)</b>		<p><a href="http://www.AZMyFamilyBenefits.gov">www.AZMyFamilyBenefits.gov</a> and how to apply and renew benefits online were also provided. Resources and caseload did not warrant continued business operations at these sites.</p> <p>Contractor on site 5/28/14 to start prep work for roof repairs. New roof to be installed 5/30/14. Target date for completion is 6/4/14, weather permitting.</p> <p>It is anticipated the office will reopen on 6/10/14. <b>(Opened 6/30/14)</b></p>
<b>DIVISION OF CHILD SUPPORT SERVICES (DCSS)</b>	Child support Tribal laws within their respective courts vary among Tribes; each Tribe is managed by its' own government and the unique customs and traditions of its people. As a result, it is difficult for DCSS to understand the diverse Tribal laws and how we interact with each individual entity in a consistent manner. This leads to barriers in DCSS' ability to obtain paternity orders, establish support orders, and issue and collect income withholding orders.	Establishment of Paternity, establishment of orders for support and ability to issue and collect on income withholding orders.	A (formal) agreement between DCSS and a Tribe is needed before DCSS can provide child support services to/from Tribal lands; until then jurisdictional issues are a factor and impede the delivery of services.
<b>DIVISION OF DEVELOPMENTAL DISABILITY (DDD)</b>	No concerns to report.		
<b>DIVISION OF EMPLOYMENT</b>	The San Carlos Apache Tribe's Nnee	Employment	The Tribal Liaison is working in concert with the

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<b>AND REHABILITATIVE SERVICES (DERS)</b>	Bich'o Nii Department, utilizes Arizona's Jobs Automated System for their Tribal Temporary Assistance for Needy Families (TANF) program. They have requested customization of the notices within the system to better suit their program's need.	Administration (EA)/ Tribal TANF	Tribe and the Employment Administration's Information Technology (EA IT) staff to develop customized notices.  <b>Update:</b> On June 24, 2014, the Tribe announced their intent to use another system for their TANF work program that is not maintained by EA. The change is scheduled to occur on November 1, 2014. The Tribe has withdrawn their request for customized notices with respect to certain verbiage, but still wants the notices to reflect an appropriate return address until they cease using the system. As such, EA IT staff is working with programming staff to resolve the return address concerns.
	The Pascua Yaqui Tribe is in the process of applying for the H-1B Ready to Work Grant to assist their long-term unemployed Tribal members. They invited the Employment Administration into the partnership.	EA/ Tribal TANF	The Employment Administration is working with the Tribe to develop a letter of support outlining the resources available within the administration for inclusion in the Tribe's grant application.  <b>Update:</b> On June 17, 2014, EA provided a letter of support for inclusion in the Tribe's grant application.
	Lack of referrals to Arizona's Rehabilitation Services Administration (RSA) from the 121 Tribal Vocational Rehabilitation Programs for courtesy counseling or other services in northern Arizona.	RSA	

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	<p>RSA is requesting a contact person with the Gila River Indian Community for collaborative purposes.</p> <p>Vocational Rehabilitation (VR) is requesting the contact information for the different districts within the Tohono O'odham Nation to schedule orientations, presentations or appointments.</p> <p>No concerns for Child Care Administration (CCA) and the Unemployment Insurance (UI) program areas.</p>	<p>RSA</p> <p>RSA</p>	
<b>OFFICE OF FAITH &amp; COMMUNITY (OFC)</b>	No concerns per se but it would be wonderful to have Tribal engagement at forums and other events that pertain to human services. Maybe if someone could help us understand what events or topics would be of interest to the Tribes, we could be sure to include topics that would better engage the Tribal communities.		